

Transcript

Basement Waterproofing Rochester NY: What You Must Look For When Hiring A Company

Josue: Hello. This is Josue Gonzales from Business Trends TV, and today we have Matthew Verville from Vulcan Basement Waterproofing. How you doing today Matthew?

Matthew: Dude, I'm doing great. How are you?

Josue: Doing wonderful. Thank you. So, as we usually do, we have people setting trends in their businesses, and, and we have Matthew as an expert in basement waterproofing. So, uh, why don't we just get it started. We have a few questions, uh, from the audience, Matthew. The first one is, "What should someone look for when they're, when they're searching for the best basement waterproofing company?" In other words, where should they search? What are they looking for?

Matthew: Well, the first thing you should search now is go on-line and make sure the company has very strong reviews, uh, on Google, on Yelp and some of the other sources on the Internet that people are happy with their work. The next thing you should look for is that they're, they have a great reputation with the Better Business Bureau and the Consumer Affairs agencies. Um, you want to find a company that, uh, that has, uh, that's in good with all their local agencies. Um, something else you want to look for is a company that has been doing this for many, many, many years. This is not a undertaking of a, uh, you know, uh, kind of uh, uh, a local handyman or a do-it-yourself homeowner. This is a project that entails, um, it's very complex, so it entails experience, entails, um, hands-on know-how.

So, you want to know a company has been around a long time for, uh, you know, decades. Uh, something else you want to look for is that they have, um, they have a great reputation. That they have, uh, customers, uh, customer testimonials. That they can extol their virtues, and let me just add again about the importance of on-line reputation. That their reviews are all positive or most of them are positive and strong and indicate a company that, uh, uh, that really knows what their doing.

Josue: Great insight, Matthew, uh, what expertise you have to share with us. So moving along, the second question we have from the audience is: They want to know, "What would their experience be like if they chose Vulcan to work with?"

Matthew: Well, their experience would be: A company that's been around since 1947; a company that's been in business in the same location, uh, throughout the Northeast here for over 40 years; a family-owned and operated company; a company that has a fantastic reputation with the Better Business Bureau, Consumer Affairs; a company that has terrific reviews on-line; a company that has, uh, thousands and thousands of customer testimonials to back up, uh, you know, to back up, uh, the fact that we've done a lot of good work.

Um, you also have, uh, like, uh, not only our reputation, but, uh, our quality of service is second to none. We have, uh, we have foremen who have been factory-trained for over 20 years, um, who have worked for us in our business for over 20 years who have specifically indulged in just basement waterproofing. You're a company that only does basement waterproofing. That's our forte, our specialty. We don't branch out in different endeavors. We stick to what we know best which is basement waterproofing. And they have, uh, they have the backing of a company that's, uh, like I said, has done hundreds and 0 yeah, hundreds, hundreds of thousands of jobs over the last 60 years.

Josue: Wow! What a professional service, Matthew. So, finally, the last question is, um, they want to know, "Do you have any special offers?"

Matthew: Yes. We're actually offering two different things. We're offering a \$300 discount to anybody who, uh, who does, uh, any sort of basement waterproofing job within the next three weeks to the end of November. And then, we have a 15% discount on any jobs installed before the end of the year. And that offer is out to anybody who can contact us. I think our number is, uh, down at the bottom of the screen, uh, but 0 or check us out on-line. And that's what our, that's what our new offers are - those two. Until the end of November, the \$300 off or the 15% off until the end of December 31, 2013.

Josue: Wow! What a tremendous value that Vulcan offers. That's great! Uh 0

Matthew: We hope, we hope so. We're always 0 we're trying to help our customers. They help us so what help them sometimes.

Josue: Exactly. So, thank you so much Matthew for being on again. What a pleasure it was, and uh, we look forward to, to doing this again soon. So, signing off from Business Trends TV. We hope you tune in next time. Have a great day.

Matthew: Take care. Bye.